



BRITISH
COLUMBIA

Ministry of
Health

**Assisted Living Registry
Substantiated Complaint Information**

Name of Residence: The Cascades

Address: 45586 McIntosh Drive, Chilliwack, BC V2P 7W8

Legal entity of Residence: Sienna-Baltic (Cascades) Inc.

Provider of Prescribed Services: By the operator

Date of complaint investigation: January 2, 2019

1st Web Posting Update: May 30, 2019

All findings are assigned a determination based on the following definitions:

- **In compliance:** meets the requirements of the Assisted Living Registrar's provincial health and safety standards and policies
- **Not fully compliant:** missing required elements for full compliance
- **Not in compliance:** no evidence of meeting the standards and policies

Findings	At complaint	At web posting
Standard #1: Registrants must provide a safe, secure and sanitary environment for residents.		
1.2 Building Maintenance		
1.2.1 Registrants must maintain buildings and grounds in a good state of repair and a safe and sanitary condition and in compliance with the requirements of applicable legislation, regulations, bylaws and codes. Actions taken since complaint: Bed Bug Identification and Management and Decision Grid for Bed Bug Management policies dated September 2016 forwarded to the Assisted Living Registry.	Not in compliance	Not fully compliant
1.7 Resident abuse, neglect and self-neglect		
1.7.1 Registrants must protect residents from abuse and neglect by: (a) responding promptly and effectively to allegations of abuse or neglect, (b) complying with the requirements of the <i>Criminal Records Review Act</i> , and (c) by conducting personal background checks on volunteers or getting the volunteer's authorization to do a police or RCMP criminal record check. Actions taken since complaint: Residents were moved January 2, 2019 to suites on the third floor.	Not in compliance	Not in compliance

Standard #3 – Registrant must ensure sufficient staff are available to meet the service needs of residents and that staff has the knowledge and ability to perform their assigned tasks.			
3.1 Management			
3.1.1	Registrants must ensure site management is effective and appropriate for the resident population. Actions taken since complaint: Residents were moved January 2, 2019 to vacant suites on the third floor.	Not in Compliance	Not in compliance
3.2 Staffing levels			
3.2.1	Registrants must ensure staffing levels are sufficient to meet the hospitality service needs of residents and deliver the personal assistance services offered. Actions taken since complaint: Residents were moved January 2, 2019 to vacant suites, allowing scheduled services to be provided.	Not in compliance	In compliance

3.3 Staff qualifications and ongoing training			
3.3.2	Registrants must provide staff orientation and ongoing training to develop and maintain staff knowledge and skills. Actions taken since complaint: Director communicated with Management, Care staff and LPN's the treatment methods/plan to address the bed bug infestation.	Not in compliance	Not fully compliant